

Committee Attendance: Mark Berman, Jay Boyar, Kelly Cameron, Trish Evans, Bing Kung, and Suzanne Weiss. Absent: Kernan Chaisson, David Friedman, Grant Moy, Gabriel Nmah, Noreen Wells and Ben Wu. Cable Office Staff: Mitsuko Herrera, Andrea Gardner, and Keith Watkins. Guest/s: Alex Cohen.

1. **Call to order/Approval of Agenda/Introduction of Attendees**

- Meeting began at 7pm with introductions.

2. **Staff Reports, Budgets and Questions**

**Cable Office:** *Keith Watkins, Investigator*

- Keith provided the committee with an update on provider complaints for the month of January 2009. He has not received any calls/inquiries regarding the digital transition. Trish inquired about the volume and the closeness between the level of billing complaints and service complaints for Comcast and the vast difference to the other two providers; Verizon and RCN. Keith responded the service complaints involve the multiple times the cable provider goes out to fix the same issue. Mitsi added this is a statistical anomaly. The service can also reflect the trips out and the ability to fix the problems the first time. Comcast also has more reception and internet complaints than the other two providers.
- Bing inquired about the change in date for the transition to digital television. Mitsi responded that now individuals whose coupon expired could reapply for a coupon, additional funds have been allocated for converter box coupons, and that tests performed in September revealed several problems.

*Mitsuko Herrera, Cable Administrator*

- Mitsi suggested utilizing CCAC to review the shows currently being aired on CCM, rather than utilize an outside service or a survey. It was offered as a topic for discussion in the annual meeting with the County Executive. The mechanics of how and when the shows and commentary would be shared, and whether committee members had an interest in participating will be covered at future meetings.
- Mitsi gave the committee an overview on Bill #1182 which would move the franchise authority to the state, and could potentially reduce the fundings to PEGs, following the emails Suzanne had forwarded for discussion. Suzanne suggested sending an email from the committee to each member of the Montgomery County delegation, wording to be determined. Mitsi was to be part of the group presenting on this in Annapolis the next day.

3. **Unfinished Business and Committee Reports**

- The proposed presentation to the County Executive was reviewed and discussed. The decision to distribute the presentation at that time was split. After a brief discussion it was decided not to distribute copies until it was reviewed by the

entire committee. Mitsi will check on capabilities for the Committee to share working documents.

- Trish expressed concern about not having received clear direction from the County Executive and Council on what exactly they would like the committee to be working on.

4. **New Business**

5. **Public Comments**

None presented.

6. **Adjourn** Meeting adjourned at 8:25pm CCAC annual presentation to the County Executive scheduled for 8:30pm. Next committee meeting scheduled for Wednesday, March 25th at 7pm in COB.

Submitted by: Andrea Gardner, Office Services Coordinator